

President - Texas Division  
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#### BILLING AND COLLECTIONS SERVICES

##### 8.1 Recording Service (Cont'd)

##### 8.1.2 Undertaking of SWBT (Cont'd)

###### (F) Retention and Recovery of Recorded Customer Message Detail

Recorded customer message detail which is used at the request of the customer to provide Message Processing and Message Bill Processing Service is not retained by SWBT for longer than 45 days. The rated but unbilled message detail and the billed message detail is retained for reference (i.e. on paper or microfiche) in place of the recorded customer message detail. For recorded customer message detail not used by Message Processing Service at the customer's request, SWBT will make a reasonable effort to recover recorded customer message detail previously made available to the customer and make it available again for the customer. The charges as set forth in 8.1.7(C) will apply for all such detail provided. When the recorded customer message details are data-transmitted to a customer premise, the data transmission charges will be determined on an individual case basis. Such a request must be made within 30 days from the date the details were initially made available to the customer.

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### 8.1 Recording Service (Cont'd)

#### 8.1.3 Liability of SWBT

Notwithstanding 2.1.3 preceding, SWBT liability for Recording Service is as follows:

- (A) If customer message detail is not available because SWBT lost or damaged tapes or incurred recording system outages, SWBT will estimate the volume of lost customer messages and associated revenue based on previously known values. This estimated customer message volume will be included along with the customer message detail provided to the customer and/or provided for Message Processing Service. In such events, the extent of SWBT's liability for damages shall be limited to the granting of a corresponding credit adjustment to the customer amounts due to account for the unbillable revenue.
- (B) When SWBT is notified that, due to error or omission, incomplete data has been provided to a customer, SWBT will make every reasonable effort to locate and/or recover the data and provide new magnetic tapes to the customer at no additional charge. Such request to recover the data must be made within 30 days from the date the details were initially made available to the customer. If the data cannot be recovered, the extent of SWBT's liability for damages shall be limited as set forth in (A) preceding.
- (C) In the absence of willful misconduct, no liability for damages to the customer or other person or entity other than that as set forth in (A) or (B) preceding shall attach to SWBT for its action or the conduct of its employees in providing Recording Service.

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#### 8.1 Recording Service (Cont'd)

##### 8.1.4 Obligations of the Customer

###### (A) Orders for Recording Service

The customer shall order Recording Service under a Special Order for each state where the service is desired.

The customer shall order Recording Service at least one month prior to the date when the customer message detail is to be recorded.

###### (B) Orders for Provision of Recorded Customer Message Detail

For recorded customer message detail with sorting and/or address information, the customer shall order the detail in accordance with the terms and conditions of the individual case basis established and filed in this tariff to cover the provision of recorded customer message detail with sorting and/or address information.

The customer shall order provision of recorded customer message detail without sorting or address information at least one month prior to the date when it wishes to receive the recorded message detail. However, the customer may wish to receive magnetic tapes of the recorded customer message detail without sorting or address information or have the recorded detail data-transmitted to a customer premises at some times and not at others. Therefore, change in the provision of recorded customer message detail without sorting and address information to the customer will be accommodated provided the customer gives two weeks advance written notification to SWBT.

###### (C) Signaling

The premises of the ordering customer shall provide such signals as may be required for the proper operation of SWBT's automatic message accounting equipment used to perform the detail recordings.

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### 8.1 Recording Service (Cont'd)

#### 8.1.5 Minimum Charges and Audit Provisions

##### (A) Audit Provisions

Upon reasonable written notice by the customer to SWBT, the customer shall have the right through its authorized representative to examine and audit, during normal business hours and at reasonable intervals as determined by SWBT, all such records and accounts as may under recognized accounting practices contain information bearing upon the recording of messages for which amounts may be payable to the customer. Adjustment shall be made by the proper party to compensate for any errors or omissions disclosed by such examination or audit. Neither such right to examine and audit nor the right to receive such adjustment shall be affected by any statement to the contrary, appearing on checks or otherwise, unless such statement expressly waiving such right appears in a letter signed by the authorized representative of the party having such right and delivered to the other party.

All information received or reviewed by the customer or its authorized representative is to be considered confidential and is not to be distributed, provided or disclosed in any form to anyone not involved in the audit, nor is such information to be used for any other purpose.

##### (B) Minimum Period and Minimum Monthly Charges

The minimum period for which Recording Service without sorting and/or address information is provided and for which charges apply is one month for each state in which the service is ordered.

The minimum monthly charges are the charges for customer messages recorded, customer messages assembled and edited (except when Message Processing Service is ordered for the same monthly period) and when ordered by the customer, provision of customer message detail without sorting and/or address information on magnetic tapes or data files. If the service is cancelled or discontinued prior to entering the customer message detail on a magnetic tape or data file, the minimum monthly charge will be the charge for all customer messages recorded, assembled and edited for a 30 day period. SWBT will use the most recent 30 day period for which data is available to determine the minimum charge.

##### (C) Cancellation of a Special Order

A customer may cancel a Special Order for Recording Service on any date prior to the service date. The cancellation date is the date SWBT receives written or verbal notice from the customer that the Special Order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days. The service date for Recording Service is the date the customer requests the recordings to start.

When a customer cancels a Special Order for Recording Service after the order date but prior to the start of service, the minimum monthly charges will apply.

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### 8.1 Recording Service (Cont'd)

#### 8.1.5 Minimum Charges and Audit Provisions (Cont'd)

##### (D) Changes to Special Orders

When a customer requests material changes to a pending Special Order for Recording Service, the pending Special Order will be cancelled and the requested changes will be undertaken if they can be accommodated by SWBT under a new Special Order. All cancellation charges set forth in (C) preceding will apply for the cancelled Special Order. Material changes to a pending Special Order for Recording Service include:

- changes in the location and/or number of SWBT recording locations
- changes in sorting parameters
- changes in provision of end user phone number and address
- changes in provision of data transmission to a customer location of customer recorded message detail
- changes in schedules, dates or intervals for receipt of customer recorded message detail

Non-material changes to a pending Special Order include changes in customer name, customer address, and customer requests to receive Recording Service output at the SWBT location instead of through U. S. Mail.

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### 8.1 Recording Service (Cont'd)

#### 8.1.6 Rate Regulations

- (A) For each customer message recorded, the recording and the assembling and editing charges apply except when the customer orders Message Processing Service. When Message Processing Service as set forth in 8.2.1 is ordered for the same state and month that Recording Service is ordered, the assembling and editing charge does not apply per customer message.

The charges for recording and for assembly and editing apply per message recorded and per message assembled and edited whether or not the customer's schedule of rates specifies billing on a per message basis or any other basis.

- (B) The per Special Order charge applies for each Special Order accepted by SWBT for Recording Service.
- (C) When message detail, with or without sorting and/or address, is entered on a data file or magnetic tape for provision of message detail to a customer, the per tape charge applies for each data file or magnetic tape prepared, and the per record charge applies for each record processed. A record is a logical grouping of information as described in the programs that process the information and load the magnetic tapes or data file. SWBT will determine the charges based on the number of data files or magnetic tapes prepared and on its count of the records processed. The number of records processed will be determined using the number of records input to or the number of records output from the programs that process the information and load the magnetic tapes or data file, whichever number of records is higher.

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##### 8.1 Recording Service (Cont'd)

###### 8.1.7 Rates and Charges

The applicable FID or USOC is included, where appropriate.

	<u>Rate</u>
(A) <u>Recording</u> (BARR+)	
- per customer message	\$ 0.0014
- per Special Order	117.25
(B) <u>Assembling and Editing</u> (BARA+)	
- per customer message {1}	0.0035
(C) <u>Provision of Customer Message Detail</u> (PRMD)	
- unsorted output without address information, per record processed	0.0035
- unsorted output with address information, per record processed	ICB
- sorted output without address information, per record processed	ICB
- sorted output with address information, per record processed	ICB
- per tape or data file	56.20
(D) <u>Data Transmission to a Customer Location</u> (BOD DT)	
- per record transmitted	ICB

{1} Applicable when Recording Service is ordered without Message Processing Service. Not applicable when Message Processing Service, as set forth in 8.3, is provided to the customer except as set forth in 8.3.2(A)(3) and 8.3.2(B)(4).

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## DIRECTORY ASSISTANCE ACCESS SERVICE

### 9.1 General

Directory Assistance (DA) Access Service provides access to SWBT Directory Assistance Service locations (DA locations), use of DA access equipment and use of DA operators. DA Access Service provides for the ability to terminate calls from a customer's premises to a SWBT DA location to obtain telephone listing information.

The following diagram depicts a generic view of the components of DA Access Service and the manner in which the components are combined to provide a complete Access Service.

- Directory Transport, described in 9.4.1(A) (Directory Transport)
- DA Service Call, described in 9.4.1(B) (DA Service Call)



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**DIRECTORY ASSISTANCE ACCESS SERVICE**

**9.2 Service Description**

- (A) Upon being furnished a name and locality by the customer's end user, the SWBT DA operator will provide or attempt to provide the telephone number listed in the SWBT DA records associated with the name given. SWBT's contact with the customer's end user is limited to that effort necessary to provide a customer's end user's request for a telephone number; and SWBT will not transfer, forward or redial a customer's end user's call to any other location for any purpose other than the provision of DA Service.
- (B) DA operators will respond to a maximum of two (2) telephone number requests per call to the DA operator. A telephone number which is not listed in DA records will not be available to the customer's end user. When the DA location or DA operator equipment or terminals are out of service due to a SWBT equipment failure, or an incorrect number is provided, a credit will apply as specified in 9.4.5 (Credit Allowance for DA Service). SWBT DA Access Service is not available for 800-555-1212 traffic. (T)
- (C) SWBT will distribute the calls received over the DA Access Service to the DA operators using the DA location access equipment. SWBT will specify the DA location which provides the DA Service for each Numbering Plan Area code (NPA). The DA locations are specified in the National Exchange Carrier Association, Inc., Tariff F.C.C. No. 4 (NECA No. 4), Wire Center and Interconnection Information. When SWBT determines it necessary to change a DA location, the involved customer will be notified by SWBT six months prior to the change. For such changes, the regulations specified in 2.1.4(F) and (G) will apply.

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#### DIRECTORY ASSISTANCE ACCESS SERVICE

### 9.3 Service Provisioning

#### 9.3.1 Manner of Provisioning

- (A) When provided over a customer's FGB, FGC or FGD Switched Access Service trunks groups, DA Access Service is furnished in quantities of trunks or Busy Hour Minutes of Capacity (BHMCs). When ordering capacity for DA Access Service provided over access service trunk groups dedicated for DA traffic, the customer must specify access capacity in DA BHMCs.
- (B) DA Access Service is a terminating service only. Terminating traffic represents access capacity for all LATAs within the NPA for carrying traffic from the customer to the DA location.
- (C) At the customer's option, DA Access Service may be provided over a customer's FGB, FGC or FGD Switched Access Service trunk groups from the customer's premises to an access tandem location. SWBT will route the DA Access Service call (1-411, 555-1212 or NPA-555-1212) from the access tandem to the DA location. Only NPA codes handled by the DA location served by the access tandem switch will be processed.

Alternatively, the customer may request that DA Access Service be provided over access service trunk groups dedicated for DA traffic from the customer's premises to the DA location. When required by SWBT, a separate trunk group for each NPA shall be ordered by the customer. Separate trunk groups will be required when SWBT notifies the customer that the mechanized search of its data base and its mechanized operator practices require a mechanized identification of the NPA code for which the customer's end user desires DA information.

- (D) When Directory Transport is provided using a direct route to the DA location, no address signaling is provided. When Directory Transport is provided with the use of an access tandem switch, wink-start pulsing signaling is provided at the access tandem switch.
- (E) Trunk side switching is provided at the DA location.
- (F) DA Access Service is ordered under the provisions specified in Section 5 (Ordering for Access Service).

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**9.3 Service Provisioning (Cont'd)**

**9.3.2 Determining the Number of Transmission Paths**

When a customer orders DA Access Service in trunk quantities, the customer specifies the number of transmission paths in trunks.

When a customer orders in quantities of DA BHCs, SWBT will determine the number of Directory Transport transmission paths to be provided based on the customer's order in a manner similar to Switched Access Service transmission paths specified in 6.5.4 (Determining the Number of Transmission Paths).

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**9.3 Service Provisioning (Cont'd)**

**9.3.3 Interface Groups**

(A) Local Transport Interface Groups 2 through 10, as specified in 6.5.6 (Interface Groups), are provided for terminating the Directory Transport at the customer's premises. In addition, for each Interface Group, premises interface codes are available as a function of the SWBT switch supervisory signaling and Switched Access feature group. These premises interface codes are also specified in 6.5.6.

- When DA Service is provided over FGB, FGC or FGD Switched Access Service, the premises interface code for the combination will be the available premises interface code provided for the FGB, FGC or FGD Switched Access Service ordered by the customer.
- When DA Service is provided over access service trunk groups dedicated for DA traffic, the following premises interface codes are available:

4DS9-15	6EA2-E	4RV2-O
4DS9-31	6EA2-M	4AH5-B
4DS0-63	4SF3	4AH6-C
4DS6-44		4AH6-D
4DS6-27		

(B) Except as specified in 9.4.4 (DA Minimum Period), the interface groups and premises interface codes provided for DA Access Service utilizing dedicated facilities are subject to the ordering conditions specified in Section 5 (Ordering for Access Service). For purposes of applying the ordering regulations, a DA location is considered to be a customer's end user's serving wire center.

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### 9.3 Service Provisioning (Cont'd)

#### 9.3.4 Transmission Specifications

DA Access Service is provided with either Type A or Type B transmission specifications described in 6.5.7 (Transmission Specifications). The specifications for the associated parameters are guaranteed to the DA location, whether routed directly or via an access tandem.

(A) When DA Access Service is provided over dedicated facilities (i.e., DA traffic only), transmission specifications are provided as follows:

- Type B transmission specifications are provided with interface groups 2 through 10 when routed direct to a DA location.
- Type A transmission specifications are provided with interface groups 2 through 10 when routed via an access tandem switch.

(B) When DA Access Service is provided over a customer's FGB, FGC, or FGD Switched Access Service, transmission specifications are provided as outlined below.

- Type B transmission specifications are provided with interface groups 2 through 10 when DA Access Service is combined with FGB Switched Access Service.
- Type B transmission specifications are provided when DA Access Service is combined with FGC Switched Access Service.
- Type A transmission specifications are provided when DA Access Service is combined with FGD Switched Access Service.

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**9.3 Service Provisioning (Cont'd)**

**9.3.5 Supervisory Signaling**

- (A) The DA location will provide trunk answer and disconnect supervisory signaling.
- (B) The customer's facilities at the premises of the ordering customer shall provide the necessary on-hook and off-hook supervision.

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### 9.3 Service Provisioning (Cont'd)

#### 9.3.6 Testing

##### (A) Acceptance Testing

At no additional charge, SWBT will, at the customer's request, cooperatively test, at the time of installation, the following parameters:

- loss,
- C-notched noise,
- C-message noise,
- 3-tone slope,
- d.c. continuity, and
- operational signaling.

When the Directory Transport is provided with interface groups 2 through 10, and the transport termination is two-wire (i.e., there is a four-wire to two-wire conversion in Directory Transport), balance parameters (equal level echo path loss) may also be tested.

##### (B) Testing Capabilities

In addition to the acceptance tests described above, which are included with the installation of service, Cooperative Scheduled Testing and Manual Scheduled Testing are available as described in 13.3.6 (Testing Services for Switched Access Service).

The following testing capabilities are available on an ongoing basis when DA Access Service is combined with FGB, FGC or FGD Switched Access Service and routed through an access tandem to the DA location.

In the terminating direction, where equipment is available, FGB, FGC and FGD are provided with:

- seven digit access to balance (100 type) test line
- milliwat (102 type) test line
- nonsynchronous or synchronous test line
- automatic transmission measuring (105 type) test line
- data transmission (107 type) test line
- loop around test line
- short circuit test line
- open circuit test line

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**9.5 Rates and Charges**

**Rate per Call**

(A) <u>DA Service Call</u>	\$ 0.25
(B) <u>Directory Transport</u>	
(1) <u>Call Miles</u>	
0 to 1	0.0026
Over 1 to 8	0.0055
Over 8 to 16	0.0061
Over 16 to 25	0.0065
Over 25 to 50	0.0104
Over 50 to 100	0.0148
Over 100	0.0222
(2) <u>Directory Transport Installation</u>	78.05
(C) <u>Switched Access Credit Allowance for DA Calls</u>	
Per originating call billed at:	
(1) Non-premium rate	0.0165
(2) Premium PGA/PGB rate	0.0369
(3) Premium PGC/PGD rate	0.0385



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**13.3 Miscellaneous Services (Cont'd)**

**13.3.6 Testing Services for Switched Access Services**

Testing Services offered under this section of the tariff are optional and subject to rates and charges as set forth in 13.4 (Rates and Charges). Other testing services, which are described in 6.5.9 (Testing), are provided by SWBT in association with Switched Access Service and are furnished at no additional charge.

Testing Services are normally provided by SWBT personnel at SWBT locations. However, a customer may request SWBT personnel to perform testing services at the customer premises, as set forth in 13.3.7(B) following.

The Testing Services offered under this section of the tariff are made subject to the availability of the necessary qualified personnel and test equipment at the various test locations.

Testing Services for Switched Access Services are comprised of:

- Tests which are performed during the installation of a Switched Access Service, and
- Tests which are performed after acceptance of such access services by a customer, i.e., in-service tests.

These in-service tests may be further divided into two broad categories of tests: scheduled and nonscheduled.

Scheduled tests are those tests performed by SWBT on a regular basis, e.g., monthly, which result in the measurement of Switched Access Service.

Scheduled tests may be performed on:

- An automatic basis (i.e., no SWBT or customer technicians involved),
- On a cooperative basis (i.e., SWBT technician(s) involved at SWBT office(s) and customer technician(s) involved at customer's premises), or
- A manual basis (i.e., SWBT technician(s) involved at SWBT office(s) and at customer's premises).

Nonscheduled tests are performed by SWBT "on demand", which result in the measurement of Switched Access Service. Nonscheduled tests may involve SWBT technicians at SWBT offices and at the customer's premises.

Rates and charges for Testing Services for Switched Access Service are as specified in 13.4.8. When charges apply on a first and additional basis for each half hour or fraction thereof and more than one technician is involved in the same testing project, the total amount of time for all technicians involved will be aggregated prior to the distribution of time between the "First Half Hour or Fraction Thereof" and "Each Additional Half Hour or Fraction Thereof" rate categories.

In addition, a call-out of a SWBT employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours, i.e., Overtime and/or Premium Time.

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**13.3 Miscellaneous Services (Cont'd)**

**13.3.6 Testing Services for Switched Access Services (Cont'd)**

**(A) Additional Cooperative Acceptance Testing (ACAT)**

Additional Cooperative Acceptance Testing (ACAT) of Switched Access Services involves SWBT provision of a technician at its office(s) and the customer provides a technician at its premises, with suitable test equipment to perform the required tests.

Additional Cooperative Acceptance Tests may, for example, consist of the following tests:

- C-Notched Noise
- Impulse Noise
- Phase Jitter
- Signal to C-Notched Noise Ratio
- Intermodulation (nonlinear) Distortion
- Frequency Shift (Offset)
- Envelope Delay Distortion
- Dial Pulse Percent Break

**(B) Automatic Scheduled Testing (AST)**

Automatic Scheduled Testing (AST) to the first point of switching of Switched Access Services (Feature Groups B, C and D) where the customer provides remote office test lines and 105 test lines with associated responders or their functional equivalent, will consist of monthly loss and C-message noise tests and annual balance test. However, the customer may specify a more frequent schedule of tests. In addition to the loss/noise/balance tests, the IC may also order, at additional charges, gain-slope and C-notched noise testing.

SWBT will provide a monthly AST report that lists the test results for each trunk tested. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an as-occurs basis.

AST is provided as Basic Testing or Additional Testing. Basic Testing is divided into three categories, i.e., 1004 Hz Loss Tests, C-Message Noise Tests and Return Loss (Balance) Tests. An order for testing must consist of, at a minimum, twelve (12) 1004 Hz Loss Tests per transmission path and one (1) Return Loss (Balance) Test per transmission path, per year. Basic Testing is subject to a one year minimum contract period and annually thereafter.

Additional Testing is divided into two categories, i.e., Gain-Slope Tests and C-Notched Noise Tests. Additional Testing may be ordered by the customer 60 days prior to the start of the customer prescribed schedule. The customer may also specify a more frequent schedule of tests 60 days prior to the start of the customer prescribed schedule.

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**13.1 Miscellaneous Services (Cont'd)**

**13.3.6 Testing Services for Switched Access Services (Cont'd)**

**(C) Cooperative Scheduled Testing (CST)**

Cooperative Scheduled Testing (CST) to the first point of switching for Switched Access Services (Feature Groups B, C and D and Directory Access Service not routed through an access tandem), where SWBT provides a technician and its office(s) and the customer provides a technician at its premises, with suitable test equipment to perform the required tests, will consist of quarterly loss and C-message noise tests, and annual balance tests. However, the customer may specify a more frequent schedule of tests. In addition to the loss/noise/balance measurements, the customer may also order, at additional charges, gain-slope and C-notched noise testing.

SWBT will provide, on a quarterly basis, a CST report that lists the test results for each trunk tested. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an as-occurs basis.

CST is provided as Basic Testing or Additional Testing. Basic Testing is divided into three categories, i.e., 1004 Hz Loss Tests, C-Message Noise Tests and Return Loss (Balance) Tests. An order for testing must consist of, at a minimum, four (4) 1004 Hz Loss Tests per transmission path, four (4) C-Message Noise Tests per transmission path and one (1) Return Loss (Balance) Test per transmission path, per year. Basic Testing is subject to a one year minimum contract period and annually thereafter.

Additional Testing is divided into two categories, i.e., Gain-Slope Tests and C-Notched Noise Tests. Additional Testing may be ordered by the customer 60 days prior to the start of the customer prescribed schedule. The customer may also specify a more frequent schedule of tests 60 days prior to the start of the customer prescribed schedule.

**(D) Manual Scheduled Testing (MST)**

Manual Scheduled Testing (MST) to the first point of switching for Switched Access Services (Feature Groups B and D and Directory Access Service not routed through an access tandem), where SWBT provides a technician at its office(s) and at the customer's premises, will consist of quarterly loss and C-message noise tests, and annual balance tests. However, the customer may specify a more frequent schedule of tests. In addition to the loss/noise/balance tests, the customer may also order, at additional charges, gain-slope and C-notched noise testing.

SWBT will provide, on a quarterly basis, a MST report that lists the test results for each trunk tested. Trunk test failures requiring customer participation for trouble resolution will be provided to the customer on an as-occurs basis.

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**13.3 Miscellaneous Services (Cont'd)**

**13.3.6 Testing Services for Switched Access Services (Cont'd)**

**(D) Manual Scheduled Testing (MST) (Cont'd)**

MST is provided as Basic Testing or Additional Testing. Basic Testing is divided into three categories, i.e., 1004 Hz Loss Tests, C-Message Noise Tests and Return Loss (Balance) Tests. An order for testing must consist of, at a minimum, four (4) 1004 Hz Loss Tests per transmission path, four (4) C-Message Noise Tests per transmission path and one (1) Return Loss (Balance) Test per transmission path, per year. Basic Testing is subject to a one year minimum contract period and annually thereafter.

Additional Testing is divided into two categories, i.e., Gain-Slope Tests and C-Notched Noise Tests. Additional Testing may be ordered by the customer 60 days prior to the start of the customer prescribed schedule. The customer may also specify a more frequent schedule of tests 60 days prior to the start of the customer prescribed schedule.

**(E) Nonscheduled Testing (NST)**

Nonscheduled Testing (NST) to the first point of switching for Switched Access Services is where:

- The customer provides remote office test lines and 105 test lines with associated responders or their functional equivalent ("automatic testing"), or
- SWBT provides a technician at its office(s) and the customer provides a technician at its premises, with suitable test equipment to perform the required tests ("cooperative testing"), or
- SWBT provides a technician at its office(s), and/or at the customer's premises with suitable test equipment to perform the required tests ("manual testing").

Nonscheduled Tests may consist of any tests, e.g., loss, noise, slope, envelope delay, which the customer may require.

**(F) Obligations of the Customer**

- (1) The customer shall provide the Remote Office Test Line priming data to SWBT, as appropriate, to support AST as set forth in (B) preceding or NST as set forth in (E) preceding.
- (2) The customer shall make the facilities to be tested available to SWBT at times mutually agreed upon.

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ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES

13.3 Miscellaneous Services (Cont'd)

13.3.1 Easy Access Dialing (Cont'd)

(B) Allocation Plan (Cont'd)

- (4) When a discrepancy is determined regarding a customer's or agent's designation of a primary IC, the following conditions apply depending upon the situation encountered:

- When a customer or agent indicates more than one IC choice per line on a ballot, or returns an illegible ballot, SWBT will contact the customer or agent for clarification.
- When both a ballot and an entry on an IC provided customer and agent list are received for one customer or agent and the designated primary IC does not match on both documents, SWBT will process the ballot as the customer's or agent's choice.
- When two or more ICs provide customer and agent lists to SWBT indicating that a particular customer or agent has designated them as its primary IC, the customer or agent will be allocated along with nonrespondents to the initial ballot. In such instance, SWBT will notify the customer or agent and the involved ICs of the conflict.

- (5) Customers of Telephone Exchange Service lines and/or trunks, FGA lines and Centrex lines served by an end office that was converted to equal access prior to May 31, 1985, and who have not selected a primary IC, will be subject to the provisions of the Allocation Plan on a retroactive basis.

Agents of public and semipublic pay telephones served by an end office that was converted to equal access prior to June 1, 1989, and who have not selected a primary IC, will be subject to the provisions of the Allocation Plan on a retroactive basis. The mailing of the initial ballots will begin on or before January 1, 1989, and be completed by May 1, 1989.

- (6) If an IC elects to discontinue its Feature Group D (FGD) service offering in the converting end office prior to the conversion date or within two years after the introduction of FGD in the converting end office, the IC is obligated to do the following:

- Notify SWBT of the cancellation of its FGD order.
- Contact all customers and agents in writing that have been allocated to or selected the cancelling IC as their primary IC, and inform these customers and agents of the cancellation and request the customers and agents to select a new primary IC.
- The cancelling IC must also state to its customers and agents that it will pay for any change charge that may apply.

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13.3 Miscellaneous Services (Cont'd)

13.3.1 Easy Access Dialing (Cont'd)

(C) Rate Regulations

- (1) An Easy Access Dialing change charge does not apply to any changes made prior to the end office equal access conversion date.

If the customer or agent does not designate a primary IC prior to the equal access conversion date, the customer or agent may make an initial primary IC selection at no charge during the six month period following the equal access conversion date. Customers and agents will incur an Easy Access Dialing change charge for any subsequent changes. An Easy Access Dialing change charge will apply for any change made to the customer's or agent's primary IC after the six month period has expired.

- (2) The Easy Access Dialing change charge does apply if an IC discontinues its FGD offering within two years after the introduction of FGD in the converting end office. The IC will be billed this change charge for each end user that is designated to the IC.

The Easy Access Dialing change charge will be waived when incurred for the return of a Carrier Identification Code to Bellcore for mergers separations and consolidation of operations.

(N)  
|  
(N)

- (3) SWBT will notify customers and agents that are allocated as set forth in (B)(3) and (5) preceding of the date that the IC selected for allocation purposes will be activated. In the case of those customers or agents that will be retroactively allocated, an Easy Access Dialing change charge does not apply to any changes made during the 90-day period prior to the allocation activation date. If the customer or agent does not designate a primary IC prior to the allocation activation date, the customer or agent may make an initial primary IC selection at no charge during the six month period following the allocation activation date. An Easy Access Dialing change charge will apply for any change made to the customer's or agent's primary IC after the six month period has expired.
- (4) If an allocated customer or agent changes its long distance carrier because the IC no longer complies with the ordered allocation criteria and an Easy Access Dialing change charge applies, the IC will be billed the charge instead of the customer or agent.
- (5) New customers or new agents, who are served by an end office already equipped with FGD, will be asked to select a primary IC at the time they place an order with SWBT for Telephone Exchange Service, PGA Switched Access Service, Centrex Service, or public or semipublic pay telephone service. SWBT will send the customer or agent a confirmation notice identifying the primary IC selected by the customer or agent. There will be no charge for the initial selection of a primary IC nor for the identification of an IC different from that given verbally at the time the customer or agent placed the order if the customer or agent contacts SWBT after confirmation to change selection. An Easy Access Dialing change charge will apply to any subsequent changes to the customer's or agent's primary IC.

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#### OPERATOR SERVICES

### 17.2 Service Descriptions

#### 17.2.1 0- Transfer Service Description

0- Transfer service is an originating service that provides call routing of 0- (the digit "0" with no additional digits) calls to a participating customer as requested by the calling end user. A 0- Transfer call is routed to SWBT's OSS operator for completion to a destination outside the originating LATA when the calling party dials "0" and waits for an operator to assist with the call. SWBT's OSS operator will, upon request and verification of service participation, transfer the call to the calling end user's choice of 0- Transfer customer. The OSS operator will consult alphabetical reference information of 0- Transfer customers to determine if the requested customer is a participant of 0- Transfer Service. If the calling end user has no specific customer preference, the OSS Operator will consult reference information and offer to the calling end user the name of a customer participating as of August 30, 1995. The reference information for such customers will be arranged to give those customers an equal opportunity of being offered to and chosen by the calling end user. After a selection is made by the calling end user, the operator will then key in the selected customer's CIC and transfer the call. 0- Transfer Service will be provided in full compliance with the Commission's Substantive Rule 23.55. (T) (T) (T)

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#### OPERATOR SERVICES

#### 17.2 Service Descriptions (Cont'd)

##### 17.2.2 Inward Assistance Service Description

Inward Assistance Service provides three operator service functions on inward calls received from participating customers. Inward Assistance is provided when a participating customer's operator contacts a SWBT OSS operator requesting line status verification, verification with call interruption, or dialing and/or routing assistance. Inward Assistance functions will be performed for only one telephone number per inward call received. The three Inward Assistance service functions available are detailed as follows:

- (A) **Busy Line Verification** - The OSS operator will check the status of the requested telephone line to verify if there is conversation on the line and advise the requesting customer of the line status.
- (B) **Verification with Call Interruption** - After verification of a conversation on the requested line is made, and upon request, the OSS operator will interrupt and inform the called party there is a call waiting.
- (C) **Operator Assistance** - The OSS operator will provide the customer with dialing or routing assistance such as identifying a city when given only a NPA-NXX or verifying that a specific number is a coin station. The OSS operator will provide a local emergency number and, if required, complete an emergency call to the local emergency agency number. If the OSS operator completes the emergency call, the OSS operator will remain on the call until conversation is established, then remain available for further assistance.



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#### OPERATOR SERVICES

### 17.3 Service Provisioning

#### 17.3.1 Manner of Provisioning

- (A) Operator Call Processing trunking between the customer's premises and the OSS Tandem is provisioned as either Switched Access Feature Group C (FGC) or Feature Group D (FGD) service and may be arranged, per the customer's request, as either 1-way or 2-way service. These trunk groups are established as final trunks and will be assigned data registers to obtain usage, peg count, and overflow attempt information. If a trunk(s) does not currently exist between the customer's premises and the OSS Tandem(s), the customer must establish FGD service to SWBT's OSS Tandem(s). SWBT will provide trunk side switching along with trunk answer and disconnect supervisory signaling to the customer.
- (B) (Reserved for Future Use)
- (C) When the OSS Tandem also functions as the Message Toll Service (MTS) Access Tandem, the customer may combine Operator Call Processing traffic with its MTS Switched Access traffic between the OSS Tandem and the customer's premises provided the trunk group has the same signaling and routing requirements as specified for 0- Transfer or Inward Assistance. However, Operator Call Processing traffic may not be combined with MTS Switched Access traffic if the customer provides operator functionality or coin station control.